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FILED VIA ECFS

February 1, 2010

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

RE: Qwest ONA Nondiscrimination Report
CC Docket No. 88-2, Phase 1, CC Docket No. 96-128

Dear Ms. Dortch:

Pursuant to the Federal Communications Commission's ("Commission") *Orders*¹ concerning Qwest Corporation's ("Qwest") Open Network Architecture ("ONA") Plans, Qwest hereby submits its ONA Nondiscrimination Report for the fourth quarter of 2009. This report includes both provisioning and maintenance results, and is broken down into the categories as mandated by the Commission in its *MO&O on Reconsideration*, Appendix B.

This report also includes the categories of Public Access Lines in accordance with the *Report and Order* implementing Section 276 of the Telecommunications Act of 1996.

Qwest is filing this report via the Commission's Electronic Comment Filing System in the above-mentioned proceedings.

Please contact me if you have any questions.

Sincerely,

/s/ Glenda Weibel

Copy to: Christina Parker (via e-mail at christina.parker@fcc.gov)

Attachment

¹ See *In the Matter of Filing and Review of Open Network Architecture Plans*, Memorandum Opinion and Order, 5 FCC Rcd. 3103 (1990) and *Memorandum Opinion and Order on Reconsideration*, 5 FCC Rcd. 3084 (1990) ("*MO&O on Reconsideration*"). Also see, *In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996*, Report and Order, 11 FCC Rcd. 20541 (1996) ("*Report and Order*"), vacated in part, *Illinois Pub. Telecom Assoc. v. FCC*, 123 F.3d 693 (D.C. Cir. 1997).

Quarterly ONA Installation Detail Report

Qwest
QTR 4 2009

	AFFILIATE		ALL OTHERS	
A1 - Business				
Total Orders	117,458	Average Interval	76,518	Average Interval
Due Dates Missed	588	(In Days)	610	(In Days)
% Due Dates Missed	0.50%	2	0.80%	3
		0		0
A2 - PBX				
Total Orders	323	Average Interval	2,609	Average Interval
Due Dates Missed	10	(In Days)	75	(In Days)
% Due Dates Missed	3.10%	6	2.87%	7
		2		16
A3 - Centrex				
Total Orders	4,889	Average Interval	3,148	Average Interval
Due Dates Missed	115	(In Days)	78	(In Days)
% Due Dates Missed	2.35%	5	2.48%	7
		2		2
A4 - WATS				
Total Orders	77	Average Interval	1,120	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	0.00%	2	0.09%	6
		No Activity		1
A5 - Mobile				
Total Orders	2	Average Interval	3	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	2	0.00%	3
		No Activity		No Activity
A6 - Feature Group A				
Total Orders	No Activity	Average Interval	14	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	4
		No Activity		5
A7 - Foreign Exchange				
Total Orders	40	Average Interval	87	Average Interval
Due Dates Missed	2	(In Days)	4	(In Days)
% Due Dates Missed	5.00%	2	4.60%	2
		1		1

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 4 2009

AFFILIATE			ALL OTHERS	
B1 - Feature Group B				
Total Orders	No Activity	Average Interval	2	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	22
		No Activity		No Activity
B2 - Feature Group D				
Total Orders	No Activity	Average Interval	1,189	Average Interval
Due Dates Missed	No Activity	(In Days)	93	(In Days)
% Due Dates Missed	No Activity	No Activity	7.82%	20
		No Activity		13
B3 - DID				
Total Orders	120	Average Interval	2,241	Average Interval
Due Dates Missed	37	(In Days)	513	(In Days)
% Due Dates Missed	30.83%	21	22.89%	14
		29		12

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 4 2009

AFFILIATE			ALL OTHERS	
C1 - Packet DDD Line				
Total Orders	No Activity	Average Interval	9	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	33
		No Activity		5
C2 - Packet Synchronous Access				
Total Orders	2	Average Interval	2,325	Average Interval
Due Dates Missed	0	(In Days)	283	(In Days)
% Due Dates Missed	0.00%	11	12.17%	14
		7		6
C3 - Packet Asynchronous Access				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 4 2009

AFFILIATE			ALL OTHERS	
D1 - Protective Alarm				
Total Orders	5	Average Interval	30	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	2	0.00%	2
		No Activity		No Activity
D2 - Protective Relay				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity
D3 - Control Circuit				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 4 2009

AFFILIATE			ALL OTHERS	
E1 - Telegraph 75 Baud				
Total Orders	No Activity	Average Interval	8	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	6
		No Activity		No Activity
E2 - Telegraph 150 Baud				
Total Orders	No Activity	Average Interval	1	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	3
		No Activity		No Activity

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 4 2009

AFFILIATE			ALL OTHERS	
F1 - Voice, Non-Switched Line				
Total Orders	No Activity	Average Interval	4	Average Interval
Due Dates Missed	No Activity	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	No Activity	25.00%	9
		No Activity		3
F2 - Voice, Switched Line				
Total Orders	9	Average Interval	339	Average Interval
Due Dates Missed	5	(In Days)	47	(In Days)
% Due Dates Missed	55.56%	18	13.86%	12
		No Activity		5
F3 - Voice, Switched Trunk				
Total Orders	No Activity	Average Interval	533	Average Interval
Due Dates Missed	No Activity	(In Days)	39	(In Days)
% Due Dates Missed	No Activity	No Activity	7.32%	17
		No Activity		8
F4 - Voice and Tone, Radio Land Line				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity
F5 - Data, Low Speed				
Total Orders	No Activity	Average Interval	18	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	10
		No Activity		3
F6 - Basic Data and Voice				
Total Orders	1	Average Interval	376	Average Interval
Due Dates Missed	1	(In Days)	42	(In Days)
% Due Dates Missed	100.00%	151	11.17%	14
		No Activity		5
F7 - Voice/Data PSN Access Tie Trunk				
Total Orders	No Activity	Average Interval	24	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	11
		No Activity		3
F8 - Voice/Data SSN Access				
Total Orders	No Activity	Average Interval	23	Average Interval
Due Dates Missed	No Activity	(In Days)	3	(In Days)
% Due Dates Missed	No Activity	No Activity	13.04%	15
		No Activity		11
F9 - Voice/Data SSN Intermachine Trunk				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

F10 - Data Extension, Voice Grade

Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

F11 - Voice Grade Telephoto and Facsimile

Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

F12 - Protective Relay, Voice Grade

Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 4 2009

AFFILIATE			ALL OTHERS	
G1 - Program Audio, 200-3500 Hz				
Total Orders	No Activity	Average Interval	1	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	5
		No Activity		No Activity
G2 - Program Audio, 100-5000 Hz				
Total Orders	No Activity	Average Interval	3	Average Interval
Due Dates Missed	No Activity	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	No Activity	33.33%	4
		No Activity		No Activity
G3 - Program Audio, 50-8000 Hz				
Total Orders	2	Average Interval	11	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	0.00%	3	27.27%	10
		No Activity		No Activity
G4 - Program Audio, 50-15000 Hz				
Total Orders	1	Average Interval	7	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	0.00%	0	57.14%	10
		No Activity		No Activity

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 4 2009

AFFILIATE			ALL OTHERS	
H1 - TV Channel 1 Way 15 kHz Audio				
Total Orders	1	Average Interval	50	Average Interval
Due Dates Missed	0	(In Days)	11	(In Days)
% Due Dates Missed	0.00%	2	22.00%	13
		No Activity		7
H2 - TV Channel 1 Way 5 kHz Audio				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 4 2009

AFFILIATE			ALL OTHERS	
I1 - Digital Voice Circuit				
Total Orders	No Activity	Average Interval	23	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	2
		No Activity		0
I2 - Digital Data, 2.4 kbps				
Total Orders	No Activity	Average Interval	1	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	9
		No Activity		9
I3 - Digital Data, 4.8 kbps				
Total Orders	No Activity	Average Interval	1	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	3
		No Activity		No Activity
I4 - Digital Data, 9.6 kbps				
Total Orders	No Activity	Average Interval	65	Average Interval
Due Dates Missed	No Activity	(In Days)	5	(In Days)
% Due Dates Missed	No Activity	No Activity	7.69%	11
		No Activity		3
I5 - Digital Data, 56 kbps				
Total Orders	No Activity	Average Interval	9	Average Interval
Due Dates Missed	No Activity	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	No Activity	11.11%	16
		No Activity		3

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 4 2009

AFFILIATE			ALL OTHERS	
J1 - Dedicated Hicap Digital, 1.544 mbps				
Total Orders	56	Average Interval	41,148	Average Interval
Due Dates Missed	18	(In Days)	3,722	(In Days)
% Due Dates Missed	32.14%	24	9.05%	13
		28		5

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 4 2009

AFFILIATE			ALL OTHERS	
K1 - Dedicated Hicap Digital, 3.152 mbps				
Total Orders	No Activity	Average Interval	26	Average Interval
Due Dates Missed	No Activity	(In Days)	9	(In Days)
% Due Dates Missed	No Activity	No Activity	34.62%	18
		No Activity		9
K2 - Dedicated Hicap Digital, 6.312 mbps				
Total Orders	No Activity	Average Interval	9	Average Interval
Due Dates Missed	No Activity	(In Days)	3	(In Days)
% Due Dates Missed	No Activity	No Activity	33.33%	20
		No Activity		No Activity
K3 - Dedicated Hicap Digital, 44.736 mbps				
Total Orders	1	Average Interval	2,624	Average Interval
Due Dates Missed	0	(In Days)	520	(In Days)
% Due Dates Missed	0.00%	3	19.82%	19
		No Activity		6
K4 - Dedicated Hicap Digital, >45 mbps				
Total Orders	1	Average Interval	203	Average Interval
Due Dates Missed	0	(In Days)	61	(In Days)
% Due Dates Missed	0.00%	11	30.05%	15
		No Activity		11

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 4 2009

AFFILIATE			ALL OTHERS	
L1 - Smart PAL				
Total Orders	No Activity	Average Interval	4	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	3
		No Activity		No Activity
L2 - Basic PAL				
Total Orders	4	Average Interval	782	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	0.00%	4	0.38%	6
		No Activity		6

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Maintenance Report

**Qwest
QTR 4 2009**

	AFFILIATE	ALL OTHERS
A1 - Business		
Total Tickets	No Activity	7
Average Interval in Hrs/Mns	No Activity	8:52
A2 - PBX		
Total Tickets	9	187
Average Interval in Hrs/Mns	2:27	3:17
A3 - Centrex		
Total Tickets	12	39
Average Interval in Hrs/Mns	2:20	2:18
A4 - WATS		
Total Tickets	No Activity	1
Average Interval in Hrs/Mns	No Activity	0:01
A5 - Mobile		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
A6 - Feature Group A		
Total Tickets	No Activity	10
Average Interval in Hrs/Mns	No Activity	4:21
A7 - Foreign Exchange		
Total Tickets	11	67
Average Interval in Hrs/Mns	3:55	3:35

Quarterly ONA Maintenance Report

**Qwest
QTR 4 2009**

	AFFILIATE	ALL OTHERS
B1 - Feature Group B		
Total Tickets	No Activity	2
Average Interval in Hrs/Mns	No Activity	4:55
B2 - Feature Group D		
Total Tickets	No Activity	67
Average Interval in Hrs/Mns	No Activity	2:40
B3 - DID		
Total Tickets	5	130
Average Interval in Hrs/Mns	3:16	4:10

Quarterly ONA Maintenance Report
Qwest
QTR 4 2009

	AFFILIATE	ALL OTHERS
C1 - Packet DDD Line		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
C2 - Packet Synchronous Access		
Total Tickets	2	43
Average Interval in Hrs/Mns	2:49	2:27
C3 - Packet Asynchronous Access		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report
Qwest
QTR 4 2009

	AFFILIATE	ALL OTHERS
D1 - Protective Alarm		
Total Tickets	No Activity	10
Average Interval in Hrs/Mns	No Activity	2:46
D2 - Protective Relay		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
D3 - Control Circuit		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report
Qwest
QTR 4 2009

	AFFILIATE	ALL OTHERS
E1 - Telegraph 75 Baud		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
E2 - Telegraph 150 Baud		
Total Tickets	No Activity	1
Average Interval in Hrs/Mns	No Activity	4:29

Quarterly ONA Maintenance Report
Qwest
QTR 4 2009

	AFFILIATE	ALL OTHERS
F1 - Voice, Non-Switched Line		
Total Tickets	No Activity	20
Average Interval in Hrs/Mns	No Activity	3:54
F2 - Voice, Switched Line		
Total Tickets	84	486
Average Interval in Hrs/Mns	3:10	4:03
F3 - Voice, Switched Trunk		
Total Tickets	6	290
Average Interval in Hrs/Mns	1:48	2:08
F4 - Voice and Tone, Radio Land Line		
Total Tickets	No Activity	18
Average Interval in Hrs/Mns	No Activity	3:23
F5 - Data, Low Speed		
Total Tickets	No Activity	24
Average Interval in Hrs/Mns	No Activity	7:46
F6 - Basic Data and Voice		
Total Tickets	3	811
Average Interval in Hrs/Mns	1:13	2:52
F7 - Voice/Data PSN Access Tie Trunk		
Total Tickets	No Activity	9
Average Interval in Hrs/Mns	No Activity	4:45
F8 - Voice/Data SSN Access		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
F9 - Voice/Data SSN Intermachine Trunk		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
F10 - Data Extension, Voice Grade		
Total Tickets	No Activity	6
Average Interval in Hrs/Mns	No Activity	1:55
F11 - Voice Grade Telephoto and Facsimile		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
F12 - Protective Relay, Voice Grade		
Total Tickets	No Activity	1
Average Interval in Hrs/Mns	No Activity	2:52

Quarterly ONA Maintenance Report
Qwest
QTR 4 2009

	AFFILIATE	ALL OTHERS
G1 - Program Audio, 200-3500 Hz		
Total Tickets	No Activity	3
Average Interval in Hrs/Mns	No Activity	0:15
G2 - Program Audio, 100-5000 Hz		
Total Tickets	No Activity	8
Average Interval in Hrs/Mns	No Activity	2:50
G3 - Program Audio, 50-8000 Hz		
Total Tickets	8	22
Average Interval in Hrs/Mns	2:41	2:34
G4 - Program Audio, 50-15000 Hz		
Total Tickets	2	24
Average Interval in Hrs/Mns	2:03	3:15

Quarterly ONA Maintenance Report
Qwest
QTR 4 2009

	AFFILIATE	ALL OTHERS
H1 - TV Channel 1 Way 15 kHz Audio		
Total Tickets	No Activity	1
Average Interval in Hrs/Mns	No Activity	2:29
H2 - TV Channel 1 Way 5 kHz Audio		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report
Qwest
QTR 4 2009

	AFFILIATE	ALL OTHERS
I1 - Digital Voice Circuit		
Total Tickets	3	9
Average Interval in Hrs/Mns	0:28	2:15
I2 - Digital Data, 2.4 kbps		
Total Tickets	No Activity	11
Average Interval in Hrs/Mns	No Activity	1:53
I3 - Digital Data, 4.8 kbps		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
I4 - Digital Data, 9.6 kbps		
Total Tickets	No Activity	21
Average Interval in Hrs/Mns	No Activity	1:24
I5 - Digital Data, 56 kbps		
Total Tickets	No Activity	753
Average Interval in Hrs/Mns	No Activity	2:27

Quarterly ONA Maintenance Report
Qwest
QTR 4 2009

	AFFILIATE	ALL OTHERS
J1 - Dedicated Hicap Digital, 1.544 mbps		
Total Tickets	120	13,124
Average Interval in Hrs/Mns	2:49	3:28

Quarterly ONA Maintenance Report
Qwest
QTR 4 2009

	AFFILIATE	ALL OTHERS
K1 - Dedicated Hicap Digital, 3.152 mbps		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
K2 - Dedicated Hicap Digital, 6.312 mbps		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
K3 - Dedicated Hicap Digital, 44.736 mbps		
Total Tickets	2	425
Average Interval in Hrs/Mns	3:59	1:32
K4 - Dedicated Hicap Digital, >45 mbps		
Total Tickets	No Activity	57
Average Interval in Hrs/Mns	No Activity	7:14

Quarterly ONA Maintenance Report
Qwest
QTR 4 2009

	AFFILIATE	ALL OTHERS
L1 - Smart PAL		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
L2 - Basic PAL		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
QTR 4 2009

	AFFILIATE	ALL OTHERS
A1 - Business		
Total Tickets	20,306	17,052
Average Interval in Hrs/Mns	13:49	15:04
Due Dates Missed	2,420	2,224
% Due Dates Missed	11.92%	13.04%
A2 - PBX		
Total Tickets	47	314
Average Interval in Hrs/Mns	18:12	14:35
Due Dates Missed	5	36
% Due Dates Missed	10.64%	11.46%
A3 - Centrex		
Total Tickets	841	704
Average Interval in Hrs/Mns	15:09	14:55
Due Dates Missed	117	80
% Due Dates Missed	13.91%	11.36%
A4 - WATS		
Total Tickets	No Activity	1
Average Interval in Hrs/Mns	No Activity	0:44
Due Dates Missed	No Activity	No Activity
% Due Dates Missed	No Activity	0.00%
A5 - Mobile		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	No Activity	No Activity
% Due Dates Missed	No Activity	No Activity
A6 - Feature Group A		
Total Tickets	No Activity	6
Average Interval in Hrs/Mns	No Activity	20:08
Due Dates Missed	No Activity	2
% Due Dates Missed	No Activity	33.33%
A7 - Foreign Exchange		
Total Tickets	38	120
Average Interval in Hrs/Mns	14:51	16:42
Due Dates Missed	8	16
% Due Dates Missed	21.05%	13.33%

Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
QTR 4 2009

	AFFILIATE	ALL OTHERS
E1 - Telegraph 75 Baud		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	No Activity	No Activity
% Due Dates Missed	No Activity	No Activity
E2 - Telegraph 150 Baud		
Total Tickets	No Activity	11
Average Interval in Hrs/Mns	No Activity	10:36
Due Dates Missed	No Activity	4
% Due Dates Missed	No Activity	36.36%
